

Application No. 10/813,974
Amendment Dated June 18, 2010
Reply to Office Action Dated March 18, 2010

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (currently amended) A method for routing a directory assistance call from a wireless communications device to a directory assistance service call center having a plurality of geographically separate call centers, said method comprising the steps of:

receiving the call, having an associated communication device identifier unique to said caller's device, at a first directory assistance call center located at one geographic location, the call being routed to the first directory assistance call center based on said communications device identifier, said first directory assistance call center being designated to handle all calls having said communications device identifier regardless of the geographic location of said wireless communication device at the time of said call;

determining the actual geographic vicinity of the wireless communications device at said first directory assistance call center at the time of said call; and

identifying a second call center at a differ geographic location closer to said vicinity of the wireless communications device at said first directory assistance call center at the time of said call; and

re-routing the call to a second directory assistance call center if that second

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directory assistance call center is closer to the geographic vicinity of the wireless communications device than the first directory assistance call center.

2. (original) The method according to claim 1, wherein the communications device identifier is automatic number identification (ANI).

3. (original) The method according to claim 1, further comprising receiving a signaling stream associated with the call, the signaling stream including at least a caller location identifier or an initiating switch locator for respectively identifying the geographic vicinity of the caller or a switch through which the call is initially being routed.

4. (original) The method according to claim 3, wherein the geographic vicinity of the communications device is determined by decoding the caller location identifier or the initiating switch locator.

5. (original) The method according to claim 4, wherein the caller location identifier comprises a caller geodetic location information parameter (CGLIP).

6. (original) The method according to claim 5, wherein the decoding comprises converting the CGLIP from WGS format to latitude and longitude.

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7. (original) The method according to claim 4, wherein the initiating switch locator comprises a jurisdiction information parameter (JIP).

8. (original) The method according to claim 7, wherein the decoding comprises: converting the JIP to a switch ID; converting the switch ID to geographical coordinates; and converting the geographical coordinates to latitude and longitude.

9. (original) The method according to claim 4, wherein the initiating switch locator comprises a call reference parameter (CRP).

10. (original) The method according to claim 9, wherein the decoding comprises: converting the CRP to a switch ID; converting the switch ID to geographical coordinates; and converting the geographical coordinates to latitude and longitude.

11. (original) The method according to claim 4, wherein the initiating switch locator comprises a common language location identification (CLLI) code.

12. (original) The method according to claim 11, wherein the decoding comprises: converting the CLLI code to geographical coordinates; and converting the geographical coordinates to latitude and longitude.

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13. (original) The method according to claim 3, wherein the signaling stream is formatted in accordance with an SS7 protocol.

14. (original) The method according to claim 3, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to a session initiation protocol.

15. (original) The method according to claim 3, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to an H.323 protocol.

16. (original) The method according to claim 1, wherein the second call center is within the same state as that of the communications device.

17. (original) The method according to claim 1, wherein the second call center is within the same LATA as that of the communications device.

18. (original) The method according to claim 1, wherein the second call center is within the same time zone as that of the communications device.

19. (original) The method according to claim 1, wherein there is a plurality of call centers

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closer to the geographic vicinity of the communications device than the first call center, and the second call center is the one call center out of the plurality of call centers that is closest to the geographic vicinity of the communications device.

20. (original) The method according to claim 19, further comprising routing the call to a third call center based on the expected wait time at the second call center.

21. (currently amended) A system for routing a call from a wireless communications device to a directory assistance service having a plurality of geographically separate call centers, said system comprising:

a plurality of call centers each covering a difference geographic area;

a switch for routing a call, said call having an associated communication device identifier unique to said caller's device, to a first directory assistance call center covering one geographic area based on said communications device identifier, said first directory assistance call center being designated to handle all calls having said communications device identifier regardless of the geographic location of said wireless communication device at the time of said call;

an interface for receiving at said first directory assistance call center a signaling stream associated with the call, the signaling stream including at least said communications device identifier and a caller location identifier or an initiating switch locator, the caller location identifier identifying the actual geographic vicinity of the caller

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at the time of the call, and the initiating switch locator identifying the geographic vicinity of the switch through which the call is initially being routed;

a database at said first directory assistance call center for relating the caller location identifier or initiating switch locator to the actual geographic vicinity of the caller at the time of the call or initiating switch, respectively; and

a processor for retrieving the geographic vicinity of the caller or initiating switch, for determining a second directory assistance call center closer to the geographic vicinity of the caller location or initiating switch location, and for re-routing the call to that second directory assistance call center if that second directory assistance call center is closer to the geographic vicinity of the wireless communications device than the first directory assistance call center.

22. (original) The system according to claim 21, wherein the communications device identifier is automatic number identification (ANI).

23. (original) The system according to claim 21, wherein the caller location identifier comprises a caller geodetic location information parameter (CGLIP).

24. (original) The system according to claim 23, wherein the processor decodes the caller location identifier by converting the CGLIP from WGS format to latitude and longitude.

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25. (original) The system according to claim 21, wherein the initiating switch locator comprises a jurisdiction information parameter (JIP).

26. (original) The system according to claim 25, wherein the processor decodes the initiating switch locator by: converting the JIP to a switch ID; converting the switch ID to geographical coordinates; and converting the geographical coordinates to latitude and longitude.

27. (original) The system according to claim 21, wherein the originating switch identifier comprises a call reference parameter (CRP).

28. (original) The system according to claim 27, wherein the processor decodes the initiating switch locator by: converting the CRP to a switch ID; converting the switch ID to geographical coordinates; and converting the geographical coordinates to latitude and longitude.

29. (original) The system according to claim 21, wherein the initiating switch locator comprises a common language location identification (CLLI) code.

30. (original) The system according to claim 29, wherein the processor decodes the initiating switch locator by: converting the CLLI code to geographical coordinates; and

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converting the geographical coordinates to latitude and longitude.

31. (original) The system according to claim 21, wherein the signaling stream is formatted in accordance with an SS7 protocol.

32. (original) The system according to claim 21, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to a session initiation protocol.

33. (original) The system according to claim 21, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to an H.323 protocol.

34. (original) The system according to claim 21, wherein the second call center is within the same state as that of the communications device.

35. (original) The system according to claim 21, wherein the second call center is within the same LATA as that of the communications device.

36. (original) The system according to claim 21, wherein the second call center is within the same time zone as that of the communications device.

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37. (original) The system according to claim 21, wherein there is a plurality of call centers closer to the geographic vicinity of the communications device than the first call center, and the second call center is the one call center out of the plurality of call centers that is closest to the geographic vicinity of the caller location or initiating switch location.

38. (original) The system according to claim 37, wherein the call is routed to a third call center based on the expected wait time at the second call center.

39. (currently amended) A method for routing a call from a wireless communications device to a directory assistance service having a plurality of geographically separate call centers, said method comprising the steps of:

receiving at a first directory assistance call center a call from a caller via a wireless communications device[[],] having an associated communication device identifier unique to said caller's device, the call being routed to said first directory assistance call center located at one geographic area based on said communications device identifier, said first directory assistance call center being designated to handle all calls having said communications device identifier regardless of the geographic location of said wireless communication device at the time of said call, the directory assistance call center comprising at least one operator capable of communicating with the caller by voice.

determining, at said first directory assistance call center, the actual

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geographic vicinity of said wireless communication device at the time of said call; and
identifying a second call center at a differ geographic location closer to said
vicinity of the wireless communications device at said first directory assistance call center
at the time of said call; and

re-routing the call to second directory assistance call center if that second
directory assistance call center is close to the geographic vicinity of said wireless
communications device than the first directory assistance call center.

40. (previously presented) The method of claim 39, wherein the at least one operator
comprises a human.

41. (previously presented) The method of claim 39, wherein the at least one operator
comprises at least one processor.

42. (previously presented) The method of claim 41, wherein said processor comprises at
least one software application capable of VR (voice response).